



TOWN OF FLORENCE
EMPLOYMENT OPPORTUNITY

CUSTOMER SERVICE REPRESENTATIVE

(Finance Department)

Opening Date: Thursday, July 16, 2015

Closing Date: Monday, August 3, 2015

Entry Wage Range: \$13.13 - \$14.29 hrly

Status: Full-time, FLSA non-exempt

JOB SUMMARY:

Under general supervision, performs a variety of routine office, clerical and secretarial support functions for the Finance Department. Tasks include data entry; document processing; report compilation; recordkeeping; providing customer service information to the public; answer and directing telephone calls to appropriate staff. Accepts customer payments for various municipal fees, pay station fees, reconciles cash and checks on a daily basis.

PHYSICAL REQUIREMENTS and WORK ENVIRONMENT:

Typical workweek requires working Monday – Friday, 8:00 AM – 5:00 PM; schedule is subject to change to accommodate business necessity. Employee may be required to carry, push/pull and move objects and materials up to 25 pounds. There may be occasion when incumbent has to deal with an aggravated citizen. Incumbent is subject to repetitive motion and eyestrain through extensive utilization of computer and/or cashier duties.

EXPERIENCE AND TRAINING REQUIRED:

High school diploma or GED supplemented by one (1) college-level course in office practices, work processing, or closely related field and one (1) year of full-time office/clerical experience involving substantial public contact; or equivalent combination of education, experience and training that provides the knowledge and abilities necessary to perform the duties of the position may be qualifying. Experience with work processing, spreadsheet, and database software applications required. Bilingual in English and Spanish preferred. Must have and maintain a valid Arizona Driver's License.

APPLICATION PROCESS:

Submit required Town application to the Human Resources Office; resume accepted as supplement only (do not write "see resume" on application). Department review, testing, and scheduling of interviews usually takes 3 weeks from the review date(s) of the recruitment. Application and job description are available for download at www.florenceaz.gov or obtain at Florence Town Hall, 775 North Main Street, PO Box 2670, Florence, AZ 85132. Human Resources Department (520) 868-7553.

SELECTION CRITERIA:

Applicants whose experience and training are most closely suited to the requirements of the Town may be selected for further testing/interviews. Criteria will be based on job-related knowledge, skills and abilities as shown on the application. The Town of Florence is an EEO/ADA employer.

PRE-EMPLOYMENT REQUIREMENTS:

The following requirements must be met prior to employment:

1. Successful completion of required selection process.
2. Successful completion of a reference and background check.
3. Approval of employment by Department Director and Town Manager.